

<b>Reduce conflicts between state staff and public</b>		<b>Agency/Program #:</b> 6106-01-G1
		<b>Division:</b> MT Consensus Council
		<b>Program:</b> MT Consensus Council
<b>Agency Name:</b>	Montana Consensus Council	
<b>Agency Contact:</b>	Judy Edwards	444-9838
<b>LFC Contact:</b>	Rep. Sesso and Rep. Taylor	
<b>LFD Liaison:</b>	Greg DeWitt	444-5392
<b>OBPP Liaison:</b>	Joe Garza	444-1334

**Program or Project Description:**

The Consensus Council is a single program entity administratively attached to the Department of Administration. MCC provides services to state agencies and the public to help resolve conflicts in public policy, to enhance the capacity of citizens, communities, organizations and agencies to jointly solve problems and resolve disputes, and to increase public awareness and understanding of building cooperative approaches to building agreement on public policy.

Appropriation, Expenditure and Source					
Fund Name:	2008		2009		Approp & Expenditure numbers are as of October 31, 2007
	Approp.	Expended	Approp.	Expended	
General Fund	77,914	21,806			
State Special	118,783	37,731			
Federal Funds					
<b>Total:</b>	<b>\$196,697</b>	<b>\$59,537</b>	<b>\$0</b>	<b>\$0</b>	

**Goal(s):**

Reduce the conflicts occurring between state staff and the public they serve by improving the abilities of state employees and public stakeholders to appropriately manage conflicts.

**Performance Measures :**

- o Follow up surveys with groups we have done a workplace conflict resolution with for improved working conditions
- o Follow up surveys with the supervisors of staff we have done interventions with for improved productivity.
- o Trend the use of sick leave by employees in a conflict before and after consensus mediation (not yet being used but under investigation).
- o Follow up surveys with state and public participants in our trainings on conflict life skills for use in the workplace or personal lives

2009 Biennium Significant Milestones:		Completion Dates	
		Target	Actual
1	Conflict Partnership Catalyst Training	11/1/2007	11/1/2007
2			
3			
4			
5			
6			

**Performance Report:**

MCC conducted a 5 day training with Dr. Dudley Weeks, PhD. Twelve people attended the training. All had previously taken the 2 day Partnership Life Skills training, also conducted by Dr. Weeks. Participants represented state and federal government agencies and private business. Evaluations conducted at the end of the training were exceedingly positive and appreciative of MCC for providing such a valuable training. Jacquie Gibson, mediator for MCC, has worked with eight agencies, state, federal, and private, since July on workplace conflicts. The work involves meetings with managers and staff as well as trainings and coaching. In several incidents, the contracts with the agencies have been extended to allow her to do more work with the staff than was originally anticipated. We see this as evidence that agencies are pleased with the service we provide. We also believe that these are examples where the perception of the problem is the tip of the iceberg and when you begin to see the change in the dynamics of the workplace, managers want to continue to improve the workplace conditions. She will soon begin follow up with the completed projects for evaluations on employee productivity.

**LFD Narrative:****EXECUTIVE CHANGES**

1. Changes to Goals/Initiatives: No
2. Changes to Performance Measures: No

**LFD ASSESSMENT**

1. Goal is measurable within the biennium: Unable to determine with measures and milestones provided.
2. Progress toward goal: Unable to determine. The goal is to reduce conflicts, but the progress reported is that training has been provided and that training participants provided positive comments about the training. No evidence is reported and future surrogate indicators to measure conflict reductions have not yet been measured or developed.

**APPROPRIATION ISSUES**

1. Appropriation/Expenditures Provided Yes, but only for FY 2008. FY 2009 appropriations were not provided.
2. Other Appropriation Issues - Appropriations and expenditures against the appropriations of state special revenue are limited by contract work and associated revenue generated by the work the council performs. Good indicators of result in reducing conflicts through the involvement of the office could go a long way to expanding involvement of other participants of council services.

**OPTIONS REGARDING GOAL AND PERFORMANCE MEASURES**

The work group may want to discuss with the council how it plans on measuring the level of success in reducing conflicts through the services of the council and request that the council provide milestones for key indicators of success, such as when the sick leave trending and participant surveys would be completed.

Version	Date	Author
AW-1	12/4/2007	DeWitt

Change Description
LFD narrative on first submission to Dec. 2007 LFC